

What Has Claims Seen Lately

We take great pride in our claims handling responsibilities and over the years have built a name and a reputation for providing empathetic claims service in a fair and prompt manner.

As claims management has become increasingly complex, and lines of business more diverse, we continue to follow our original claims principle: treat each customer with empathy, promptness, expertise, fairness and integrity.

With over 6,200 Chubb claims professionals worldwide and over 100 across Canada, including an office in Montreal with a bilingual team, we have the technical and local knowledge to expertly handle any claim.

Risk	Industry	Business	Claim Difference
Employment Practices Liability	Consulting Services	Financial Lines	Expertise handling senior executive termination claims
Critical Illness	Specialty Risk	Accident & Health	Knowledge and assistance in finding coverage
Commercial General Liability	Property Management	Commercial Lines	Diligent investigation and early resolution
Property	Personal	Personal Lines	Exceptionally client-focused or Protection and peace of mind

Claim Scenario Details

✔ Financial Lines

Approximate Amount - \$755,000

The President and CEO of our Insured’s organization was terminated without cause. At the time of termination, the plaintiff was over sixty years old, had been employed by our Insured for forty years. The plaintiff alleged that the amount offered to him at the time of termination was insufficient. Shortly after the plaintiff’s claim was filed, new case law was released that awarded long-term, senior employees lengthier notice periods in the event of termination. In this case, it’s likely the Courts would have awarded the plaintiff up to 36 months’ notice. Chubb worked closely with the Insured and counsel to resolve the claim early in litigation. Chubb contributed approximately \$710,000 towards the settlement and spent \$45,000 defending the claim.

✔ Accident and Health

Approximate Amount - \$600

The Insured submitted a claim which did not initially meet the policy provisions. However, the examiner provided instruction on what additional information could be submitted to allow the examiner to re-assess the file. The claim was approved on appeal as a result.

From the Insured:

“I would like to extend my personal thanks to you and your Supervisor. I appreciate you listening to my situation and allowing me to provide further documentation. As well as clearly explaining my options and suggesting the best methods to resolve. During a difficult time and the principle of the matter, I thank you for taking the time and caring. You have made a difference and are customer conscious while representing your organization well.”

Claim Scenario Details (continues from page 1)

✔ Casualty

Approximate Amount - \$1,500

A Statement of Claim was served on the Insured for water damage to third party property. The Insured was the property manager for the building. Initial contact was promptly made with both the Insured and defence counsel. Early investigation revealed water damage was caused by a sub-trade retained by the main contractor. Relevant contractor agreements were reviewed which suggested no liability on the Insured. As a result, Chubb was able to obtain a Notice of Discontinuance against the Insured at an early stage of the litigation and avoid further litigation costs.

✔ Personal Lines

Our insureds put in lots of time, energy and money to get their home ready for sale. Just when their home had never looked better, the unexpected happened. Significant water damage to their home left them unsure of what to do next. That's when they called up their Chubb broker and were immediately offered guidance and support. Minutes later a Chubb adjuster called, shortly followed by teams arriving at their home to take care of the damage. No matter how unexpected or unfortunate the situation, Joe and Roberta know that they can count on Chubb to help guide them every step of the way.

[Click here](#) to view the testimonial video based on this client story.

Contact Us

For more information on Chubb insurance solutions, contact your local broker or visit www.chubb.com/ca.

Chubb. Insured.SM

The claim scenarios described here are intended to show the types of situations that may result in claims. These scenarios should not be compared to any other claim. Whether or to what extent a particular loss is covered depends on the facts and circumstances of the loss, the terms and conditions of the policy as issued and applicable law. Facts may have been changed to protect privacy of the parties involved. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. In Canada, Chubb operates through Chubb Insurance Company of Canada and Chubb Life Insurance Company of Canada. All products may not be available in all Canadian jurisdictions. In the United States, insurance is provided by ACE American Insurance Company and its U.S. based Chubb underwriting company affiliates. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Chubb is the world's largest publicly traded property and casualty insurance group. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. Chubb Limited, the parent company of Chubb, is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index.

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